

Jo Bunker Training – Day Course

Course: Conflict Management for MANAGERS

Who should attend?

Designed for managers and support staff at all levels who are responsible for other employees that may face conflict on the job. Also for anyone in a support or reporting role following a conflict incident at the workplace, in order to minimise the impact on the affected employee.

The course is also relevant to anyone with responsibility to support individuals on the job and following an incident of conflict, such as HR professionals or union representatives.

Overview

This one-day workshop is designed to provide managers and support staff with a greater understanding of the issues of work related violence, and their legal duty of care in the context of their organisation.

We will explore how to identify and reduce potential conflict risks that staff may encounter, help managers to prepare for and to manage conflict situations more proactively, and how best to support staff emotionally and practically after incidents of workplace conflict or violence.

Focus and Benefits:

- Clarifying and outlining Health and Safety legislation
- Anticipating and preventing workplace conflict risks for your employees
- Interventions to help staff defuse and resolve customer conflict situations
- Recognising the value of a proactive service approach
- Understanding complaints and escalation procedures
- How to provide support for members of staff
- Awareness of responses during and after a conflict incident
- Learning from situations through debriefing, reporting and recording

Course Information:

This is normally a full day course, although it can be delivered as a shorter course for a specific delegate group or as a refresher.

Sessions can be tailored to clients' requirements and the duration of the course will therefore depend on your organisation's specific needs.

On completion all delegates receive a Certificate in Conflict Management for Managers.

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